

## When things go right: Webinar Questions

Please note: Other, relevant questions have been sent to JCQ, who will respond shortly.

***It would be useful to know about the relative roles of JCQ and Ofqual.***

JCQ is the membership body for the exam boards and undertakes a wide range of activities including the publishing of national GCSE and A level results; handling enquiries from examinations officers; and publishing advice, guidance and regulations on delivering examinations.

Ofqual is a non-Ministerial government department. It regulates qualifications and awarding organisations. Ofqual ensures standards are maintained in GCSE, AS and A levels and vocational and technical qualifications. This includes ensuring results are fair to students.

### Ofqual communications

***Are there any plans to promote the importance of the Exams Officer in centres? All too often, the role is seen as 'just admin'. It isn't, and there should be formal recognition from Ofqual/JCQ regarding the role.***

***Is there anything you could send to SLTs and teachers to have them understand what our role is and how they need to support the rules & process?***

We think that exams officers play a vital role in the delivery of qualifications. We have focussed on promoting the importance of the Exams Officer role with several communications this year and are planning more. We [published a blog post](#) by a serving Exams Officer describing the role and its all-year-round demands.

We also sent a letter to heads in October (which [you can find here](#)) highlighting the blog post and promoting a survey for Exams Officers to tell us what communications products they would value.

The results of the survey have allowed us to focus our attention on communications products EOs would find most useful, and we are planning the following in the coming months:

- A video that Exams Officers can show to candidates on the rules they should be aware of.
- A video on the role of the Exams Officer and what it involves, aimed at school/college staff.
- Literature such as posters and leaflets to help prevent malpractice. We have produced these kinds of products in previous years and we will update these efforts.

You can find videos that JCQ has produced [here](#), along with some exam room posters [here](#) and guidance on plagiarism [here](#).

***Could you send a copy of the presentation after the webinar? Some of this would be really helpful when I feed back to my line manager.***

Of course. You can find the PowerPoint slides [on our website here](#), along with a recording of the webinar and a transcript.

***Perhaps a parents' guide would be good?***

We published [a brief guide for parents](#) to help them understand the reformed GCSEs on the Ofqual blog earlier this year. We also produced resources for parents last year and will continue to explore opportunities for doing more. We will also design some of the literature referenced above with parents in mind.

***I found the seminar useful, thank you but would have liked to see the questions asked and answers given. Will the presentation be sent out (I would like to give it to SLT)?***

This document shows answers to questions raised during the webinar that are pertinent for Ofqual to answer. Other questions are being reviewed by JCQ with a view to responding shortly. You can find a recording of the webinar, along with a transcript and the PowerPoint slides used [here](#).

## Reviews

***There still seems to be a large number of exams getting back with a better overall grade when students gained a few extra points - I am referring back to the 'another bite of the cherry' phrase used last year. Will Ofqual reinforce the new mark reviews rules for 2019?***

We will review the way that the exam boards conducted their reviews this year. If we do not believe that the exam boards are identifying and only correcting marking errors then we will seek assurances that sufficient improvements are made to their processes for reviews of marking for 2019. Likewise, if our review should find that the changes are as a result of an unacceptable amount of errors being corrected, we will seek assurance that improvements are made to the quality of the original marking.

***We had review of marking requests come back with changes of up to 13 marks. Is this acceptable?***

We require each awarding organisations to ensure that its marking reflects the performance demonstrated by a learner and that its markers apply the mark scheme consistently.

We and exam boards do everything we can to reduce mistakes. The majority of marking errors will be as a result of an individual mistake or administrative error. Where the awarding organisation identifies a marking error it is required to correct this (marks may go up or down). Sometimes there may be more than one error on a single paper and sometimes a marking error will require correction of multiple marks. However, a reasonable mark should not be replaced with another reasonable mark.

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## Other

***Would be fantastic if Cambridge [Assessment International Examinations] was part of JCQ; can you enforce this?***

The JCQ is a not-for-profit membership body, funded by its members to allow them to work together for a variety of purposes. Membership is not compulsory.

## Product endorsement

*It would help if Ofqual or JCQ could endorse a mobile phone detector product - there are so many and they are very expensive and sometimes not that effective.*

Ofqual, as part of government, does not give product endorsements, but other parties might be able to give endorsements based on the specifications centres are looking for. Centres might seek such recommendations as they would for other purchases.